

# Guide Dogs.

## Accessibility checklist: public events and festivals

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Guide Dogs Queensland  
2024



**This checklist is designed to assist event organisers to consider a range of accessibility factors while planning for their event or festival.**

From providing accessible information, to thinking about how to make navigating your event space easier and safer, the checklist will assist in your planning and ensure inclusive design is not overlooked.

It is important to recognise that for anyone, the experience of an event or attraction begins before they reach the entrance gates. Their journey starts from the moment they plan to attend the event, and this often begins with a mouse click at your website.

With some careful planning, your event can be a seamless and enjoyable experience for all, including people with low vision or blindness.

You may choose to implement all or some of the below actions, depending on your event.

This is a guide only to assist in your planning.

Information about the event or festival	Yes	No	N/A	Notes
Dedicated accessible website developed for the event including a contact number and details of all accessible facilities and services available at the event space.				
QR codes generated for key information. QR codes available on website and clearly displayed and easily accessible throughout event space.				
Accessible web-based and phone bookings systems available to enable attendees to identify any access requirements for themselves or companions.				
All written material prepared in a large font size in Arial with contrasting text and background.				
All web and printed materials contain language and appropriate terminology that is easily understood.				
All promotional material available in easy-to-read Word or rich text format (accessible electronic format) for printing.				
Accessible event site plan prepared to assist visitors to find their way around.				
Clear details relating to car parking, drop-off points, taxi/rideshare ranks and public transport are readily available on the website and in print material.				

Travelling to and accessing the event space	Yes	No	N/A	Notes
Event space is accessible by public and private transport services. If not, provide shuttle services from the main road for people who need assistance.				
Accessible pathways (minimum one metre wide) from car parking and public transport stations to event entrances available.				
Taxi and ride share ranks and drop-off points, with an accessible kerb ramp close to the event space entrance.				
Consistent and even lighting installed along external pathway, car park and event space entrance for evening events.				
All entrances to the event space are easily identifiable.				
Dedicated accessibility entrance available (minimum width of 850mm) without barriers e.g. turnstiles, steps, ramps etc.				
Automatic or easy-to-open doors with a 'D' type lever action handle at the event space entrance.				
All signage available with braille, large tactile font, and universal symbols to make wayfinding easier.				

<b>Travelling to and accessing the event space</b>	Yes	No	N/A	Notes
Is undercover seating available in the waiting/queuing area?				
Lift is available at event location.				
All event staff, volunteers and security are trained in assisting a person who has low vision or is blind (see Staff Management).				

<b>In and around the event space</b>	Yes	No	N/A	Notes
Ticket booths, food outlets and sales counters are at accessible height.				
Food vans have staff able to assist people with low vision or blindness.				
A minimum one metre width of space between furniture, stalls, exhibits or in congested areas to accommodate a mobility aid (e.g. Guide Dog, wheelchair, walking frame, long cane or support canes).				

In and around the event space	Yes	No	N/A	Notes
Handrails and kerb rails installed on both sides of ramps with tactile ground surface indicators (TGSIs) at each end (as per Australian Standards).				
Handrails available on both sides of stairways (two or more steps) with stair nosing and TGSIs at each end (as per Australian Standards).				
All glass doors and windows identifiable with glazing bands (as per Australian Standards).				
Recharge points (scooter and motorised wheelchair) conveniently located throughout event space.				
Accessible toilets conveniently located throughout the event space.				
Guide, hearing or assistance dog toileting area available at event space.				
Tactile map(s) or braille wayfinding maps of the site.				
All directional/wayfinding signage contains a combination of braille, large tactile font and universal symbols (as per Australian Standards).				

In and around the event space	Yes	No	N/A	Notes
Adequate and consistent lighting available along pathways, stairways, ramps and general public areas.				
All indoor floor surfaces are slip-resistant and free from glare and high reflection.				
External ground surfaces, including temporary pathways over grass surfaces, are slip resistant.				
Seating with back and arm rests and a seat height of 440mm - 460mm available through event space (seating with colour contrast to walls and floors).				
Uninterrupted edging or temporary fencing in place to assist people with long canes e.g. hay bales (note: roped barriers are a hazard for long cane users).				
ATMs, vending machines etc are accessible with tactile and/or audio features.				
Quiet space available free from sensory overload (scent and noise free, luminance contrasts).				
On-site transport e.g. golf buggy available if required across event space.				

Activities and performances	Yes	No	N/A	Notes
All raised structures including marquees, podiums, stages, viewing platforms, etc have a ramp entrance, an enclosing barrier or luminance contrast strip around the edge (as per Australian Standards).				
Videos and presentations to include live captioning, audio-described contrast, large font (where possible).				

